University of South Alabama EMS Web App Reference Guide
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Getting Started

Definition of Terms

- **EMS Web App** – University of South Alabama’s upgraded space scheduling program for students, faculty and staff, this replaces the previous Virtual EMS system.
- **Booking** – An individual meeting or event. A booking is a single date, time and location. There can be multiple bookings within a reservation.
- **Reservation** – A group of bookings indicating the name of the event or meeting, the host and contact for the event or meeting. A reservation can contain multiple bookings (e.g. a recurring meeting).
- **Space** – Any conference room, meeting room, classroom, or workspace that can be reserved through EMS Web App.
- **Status** – Defines the status of a reservation or booking.
  - Web Request – the space requires approval before use
  - Confirmed – the space is booked and ready for use
  - Tentative – a requested space has been tentatively confirmed
  - Academic Bumped – a requested space has been denied use due to academic class being scheduled in that space
  - Cancelled – a reservation that has been cancelled or denied by either the web user or admin user

Where to Access EMS Web App
https://eventrequest.southalabama.edu

Requested Space
All spaces require approval for use. Requests for these spaces will go to the approver in a web request status. You will receive a confirmation from the approver if the reservation is approved or denied within 7 business days.

How to get help
If you need help using EMS Web App

Office of Special Events
virtualeventrequest@southalabama.edu
Logging in

Go to My Home. At the bottom of the page will be the sign in fields
User ID: Your University J Number
Password: Your JagNet Password
When you are first logged in, the screen should look similar to the image to the left, the menu is now on the left hand side of the screen:

1. Create a Reservation
   a. My Reservation Templates – depending on your affiliation, you’ll have access to several templates that will allow you to book space in buildings across campus. Many of these templates are organized by specific buildings ex. “Mitchell Center Request Form” or “Student Center Request Form.”
      i. Select the “about” button to learn more about the policies and procedures related to reservations in that reservation template.
      ii. Select the “book now” button that fits where you are trying to book and proceed to the next screen.

2. My Events – After submitting your request you can always come back to edit your request, add services, edit the event description, or cancel at any time. My Events will always appear below Create A Reservation.

3. Browse – Allows you to view rooms on campus to see their specifications and availability
   a. Browse Events: Gives you access to an Events Calendar or listing that displays all events including academic classes taking place on campus.
   b. Browse Locations: Gives users a grid view that shows the availability of rooms across campus
   c. People: An option to search by organization to see what bookings they have for the current day.

4. Links – Various helpful links pertaining to hosting an event on campus.
   a. University of South Alabama – University Home Page
   b. Master Events Calendar – University Upcoming Events Page
   c. USA Campus Map – Interactive map of campus
   d. FAQ’s – EMS Web App FAQ’s on the Special Events Website
   e. Main Campus Exclusive Caterer – Aramark Catering Home Page
   f. University of South Alabama Police Department – Request for Police Services Form
   g. EMS Administrators – List of the EMS Administrators defined by area
Making a Reservation

1. To make a reservation, click on the “book now” button on the reservation form that best corresponds with the space you would like to book.
Making a Reservation

2. You will be taken to the Room Request page based on the Request Form you have selected.
Making a Reservation

3. Choose a date
   a. You can use the calendar
   b. You can enter a date in the field
   c. You can use the recurrence button for a recurring meeting (just be sure your recurring meeting meets the booking guidelines for either a meeting room or workspace)
      i. You can have a daily, weekly, monthly, or random recurrence
Making a Reservation

4. Enter your booking time by using the dropdown or by keying in the time
5. If you are using the USA Main Campus Template, you will want to click ‘Add/Remove’ under Locations to select the building you would like to request for your reservation
6. You can filter by Setup Type if you’d like to filter your results further; however, the system will return more results if you leave it unfiltered
7. Enter Number of People you expect to attend your event
8. Click Search
Making a Reservation

9. A full list of available spaces will appear in a list format to the right of the date and time selection panel. The time you have chosen will be indicated by red lines.
Making a Reservation

10. Select your space by clicking on the green plus sign to the left of the Room Name.
Making a Reservation

9. (continued)
   a. If the room is configurable, you will need to re-confirm your number of attendees and the setup type you would like. Most academic spaces are not configurable.

b. Once you have made your selections, click Add Room.
Making a Reservation

10. Your space selection will appear under the Selected Rooms area
   a. Click “Next Step” to continue creating your reservation request
Making a Reservation

11. If applicable, you will enter your service needs for the event during this step. Available services will be listed.
   a. Be sure to enter a start and end time for the equipment needs.
   b. You will also enter any notes for the building administrator in the Setup Notes section.
   c. Once you have selected services and added your setup notes, click “Next Step.”
12. Enter your Reservation Details

- **Event Name** – Name of the Meeting or Event
- **Event Type** – Select the option that best describes what kind of meeting or event you are planning
- **Event Details** – This will be pre-populated based on your profile that is automatically created through JagNet.

You can add an alternate contact in the Contact Name area if desired, under 2nd contact. If you need a different Organization added to your profile, please contact Special Events, virtualeventrequest@southalabama.edu for review.
Making a Reservation

d. Completed Reservation details example:

<table>
<thead>
<tr>
<th>Event Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Event Name</strong></td>
</tr>
<tr>
<td>Virtual Guide Test</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organization Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Organization</strong></td>
</tr>
<tr>
<td>University Special Events 100600</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Garriga, Tasha</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>251-341-3974</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:cgarriga@southalabama.edu">cgarriga@southalabama.edu</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2nd Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>(none)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2nd Contact Telephone</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>2nd Contact Email Address</th>
</tr>
</thead>
</table>


Making a Reservation

13. Answer the appropriate Other Information Questions.
   a. Answer boxes outlined in red are required
   b. Click on ‘terms and conditions’ to read the terms and conditions for the space you are requesting before clicking the checkbox.

14. Finally, click “Create Reservation”

<table>
<thead>
<tr>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>(NEW) For Non-USA users, a formal USA sponsor is required. Please list the name and J Number of your USA Sponsor.</td>
</tr>
</tbody>
</table>

In order for your event to be considered for the homepage, please include a brief event description in the box below. If this does not apply to you, please write N/A. *

Would you like the option to include your event on EMS Master Calendar? Please note that indicating yes does not guarantee that your event will appear on the University’s homepage. *

Choose one

Does your event need catering? As a reminder Aramark is our exclusive main campus caterer. You should contact them as soon as your event is confirmed to discuss your needs. *

Choose one

- I have read and agree to the terms and conditions
Making a Reservation

15. The booking process is complete and the below screen will appear confirming your request has been created.
16. Since all spaces require approval by the area administrator, your status will be web request. You will need to wait for a confirmation email from the administrator before your space is approved.
View Your Events

1. My Events on the left hand toolbar will take you to a summary of your reservations.
   a. From here you will be able to cancel or edit any reservation you have made
   b. If you ever need to see your past reservations, click on the Past tab, next to current
   c. If you ever need to see reservations that have been cancelled, click the checkbox next to Include cancelled reservations
Cancelling a Reservation

1. To Cancel a Reservation, click on My Events from the left hand toolbar.
Cancelling a Reservation

2. Select the Reservation you wish to cancel by clicking on the Name of the Event:
Cancelling a Reservation

3. Click on the Red dash “(-)” Icon next to the booking
Cancelling a Reservation

4. Once you click on the red (-) dash icon, a popup will appear. Enter a cancel reason from the dropdown options, and a quick note in the cancel notes field. Finally, click “Yes, Cancel Booking”
Cancelling a Reservation

5. The Status of your Booking will now be Cancelled

6. When you go back to My Events, you will no longer see the reservation in your list.
   a. You can see your cancelled booking by clicking the box next to “Include cancelled reservations”
Editing a Reservation

1. To Edit a reservation, click on My Events from the left hand toolbar
## Editing a Reservation

2. Select the reservation you wish to edit by clicking on the Name of the Event.

<table>
<thead>
<tr>
<th>Name</th>
<th>First/Last Booking</th>
<th>Location</th>
<th>Organization</th>
<th>Services</th>
<th>ID</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Party</td>
<td>Fri Sep 18, 2020 / Mar 18, 2020</td>
<td>Marx Library Study Rooms - Marx Library 123</td>
<td>University S...</td>
<td></td>
<td>61215</td>
<td>Web Requests</td>
</tr>
<tr>
<td>Test Meeting</td>
<td>Fri Oct 16, 2020 / Oct 16, 2020</td>
<td>Humanities Building - HUMB 116 Classroom</td>
<td>University S...</td>
<td></td>
<td>61214</td>
<td>Web Requests</td>
</tr>
</tbody>
</table>
Editing a Reservation

3. Click on the pencil icon next to the date of the reservation

4. You can edit any of the following information
   a. Event Name
   b. Event Type
   c. Date of Event
   d. Time of Event
   e. Location of Event (if it is within the same original template)
5. Once changes are made, click on Update Booking (a new time was used in this example).

6. You will be brought back to the Reservation Summary if your update to the booking is successful.
Editing a Reservation

7. You can also update the Additional Information at any time. From the Reservation Summary, click on "Additional Information"
Editing a Reservation

8. Then Click on “Edit Additional Information.” From here you can edit the event description and change your selection if you would like the event to appear on the University’s Calendar of events.